



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**RCN Telecom Services of Illinois, LLC**  
**for quarter ending September 30, 2011**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.00	9.00	9.00	9.00
B. Operator Answer Time - Information [730.510(a)(1)]	9.00	9.00	9.00	9.00
C. Repair Office Answer Time [730.510(b)(1)]	25.00	40.00	120.00 *	61.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	25.00	40.00	120.00 *	61.67 *
E. Percent of Service Installations [730.540(a)]	98.00%	94.00%	100.00%	97.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	0.04% *	0.98% *	0.64% *	1.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.08	2.72	2.09	1.96
H. Percent Repeat Trouble Reports [730.545(c)]	12.10%	10.40%	12.90%	12.00%
I. Percent of Installation Trouble Reports [730.545(f)]	2.30%	3.40%	3.90%	3.00%
J. Missed Repair Appointments [730.545(h)]	10	22	16	16
K. Missed Installation Appointments [730.540(d)]	29	31	26	29

**Comments**



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